



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2016-019

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: July 19, 2016

SUBJECT: Access to the Central Paternity Registry/Birth Registry System (CPR/BRS) on the New MILogin Web Portal, and Updates to *Michigan IV-D Child Support Manual* Section 4.05, "Paternity Establishment"

RESPONSE DUE: None

POLICY EFFECTIVE DATE: July 26, 2016

PURPOSE:

This IV-D Memorandum announces the migration of the CPR/BRS application from the Michigan Department of Health and Human Services (MDHHS) Single Sign-On (SSO) web portal to the new DTMB¹ MILogin web portal. Beginning July 26, 2016, users will access CPR/BRS through MILogin.²

Section 4.05, "Paternity Establishment," of the *Michigan IV-D Child Support Manual* has been updated to reflect the migration of the CPR/BRS application from the SSO web portal to MILogin. In addition, the following changes have been made to Section 4.05:

- CPR/BRS technical information has been removed from Section 4.05 and placed into a new customer information guide and new job aids produced by OCS's Training Services team;³ and

¹ DTMB is the Department of Technology, Management & Budget.

² Although the location and process for accessing CPR/BRS have changed (because of the new web portal), the steps for logging into the CPR/BRS application itself (e.g., using a biometric device) have not changed.

³ Ref: the [MiCSES Customer Information Guide: CPR/BRS Combined Search Tool](#), and the job aids [Setting Up Initial Access to the CPR/BRS Application](#), [Accessing the CPR/BRS Application](#), and [Searching the CPR/BRS Application](#).

UPDATE(S):

☒ Manual

☐ Form(s)

- Content on CPR/BRS user monitoring requirements from IV-D Memorandum 2016-002, *Central Paternity Registry and Birth Registry System (CPR/BRS) User Monitoring Requirement* has been incorporated into Section 4.05.

A change bar in the right margin of Section 4.05 indicates significant changes to the policy since its last publication. Content incorporated from IV-D Memorandum 2016-002 is not identified with a change bar unless there are clarifications to policy. Also, content that has been reorganized or reformatted since its last publication is not identified with a change bar.

Throughout the manual section, references to “MDHHS” in relation to the CPR/BRS have been changed to “Division for Vital Records and Health Statistics (Vital Records)” to specifically identify the division that developed and maintains the CPR/BRS. This change is not indicated with a change bar in Section 4.05.

The *IV-D Program Request for Computer Access* (DHS-393) will be updated in the near future to incorporate the change from the SSO web portal to the new MILogin web portal. This form change will be announced in a IV-D Memorandum.

DISCUSSION:

MILogin is the new State of Michigan (SOM) Identity, Credential and Access Management (MICAM) web portal that will be used to access many SOM systems and applications, including CPR/BRS. MILogin will improve overall functionality, security and compliance with federal and state regulations. All existing SSO applications have already migrated to MILogin or will migrate to MILogin by October 1, 2016.

Currently, all CPR/BRS users access CPR/BRS via the SSO web portal. Beginning July 26, 2016, users will access CPR/BRS through the MILogin web portal.

Between July 19 and July 25, 2016, IV-D staff who need CPR/BRS access but do not have an existing CPR/BRS account should contact the MiCSES⁴ Help Desk to obtain access.

A. Accessing MILogin

1. IV-D Staff With an Existing SSO Account

Users with existing SSO accounts will automatically be migrated to MILogin accounts. They will not need to set up a MILogin account. However, the steps for logging into MILogin will be different, depending upon whether the user is on the SOM network and whether (s)he works in a state-managed office or a county-managed office.

⁴ MiCSES is the Michigan Child Support Enforcement System.

a. SOM Employee Users

SOM employees are on the SOM network and have a michigan.gov email address. These users will not need to create a MILogin account because their SOM login ID and password are already linked to MILogin.

Instead, they will go directly to the MILogin home page using this link: <https://miloginworker.michigan.gov>. The MILogin home page will display, along with a link to the CPR/BRS application. Users can click the link and log into CPR/BRS using existing procedures.

b. FOC/PA State-Managed Users

FOC/PA users in state-managed offices are on the SOM network and have a michigan.gov email address. These users will not need to create a MILogin account.

However, these users will need to sign into MILogin first before they can access CPR/BRS. They will go to the MILogin home page using this link: <https://miloginworker.michigan.gov>. The MILogin home page will display, and they will log into MILogin using their SOM login ID and password. After logging into MILogin, the link to the CPR/BRS application will display. Users can then click the link to log into CPR/BRS using existing procedures.

c. FOC/PA County-Managed Users

FOC/PA users in county-managed offices are not on the SOM network and do not have a michigan.gov email address. These users will need to sign into MILogin first before they can access CPR/BRS. They will use a different MILogin link than users in state-managed offices: <https://milogintp.michigan.gov>. They will need to use their *current* SSO username and password to log into MILogin.

After the user logs into MILogin, the MILogin home page will display, along with a link to the CPR/BRS application. The user can click the link and log into CPR/BRS using existing procedures.

2. IV-D Staff Without an Existing SSO Account

IV-D staff who do not have an existing SSO account but want access to CPR/BRS must first create a MILogin account.⁵ Then they will follow the existing process for logging into CPR/BRS and searching CPR/BRS.⁶

⁵ Ref: the job aid *Setting Up Initial Access to the CPR/BRS Application* for instructions on creating a MILogin account.

⁶ Ref: the job aids *Accessing the CPR/BRS Application* and *Searching the CPR/BRS Application* for instructions on logging into CPR/BRS and conducting searches in CPR/BRS.

B. Technical Assistance for MILogin and CPR/BRS

- For assistance logging into MILogin, contact the DTMB Client Service Center at 517-241-9700 or 1-800-968-2644 (press 3 at the prompt); and
- For assistance with CPR/BRS issues, contact the Michigan Child Support Enforcement System (MiCSES) Help Desk at 800-968-2644 or DIT-MiCSES-HelpDesk@michigan.gov.

C. CPR/BRS User Monitoring Requirements

In January 2016, IV-D Memorandum 2016-002 announced the new security procedure for monitoring CPR/BRS users' status in CPR/BRS. Information from that memorandum has been incorporated into Section 4.05.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice. Review the updated policy in Section 4.05 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print Section 4.05 and add it to the manual. Discard the previous version of Section 4.05 (published April 29, 2015).

With this publication of Section 4.05, the following are obsolete:

- IV-D Memorandum 2016-002;
- Exhibit 4.05E3: *Instructions for Accessing the Central Paternity Registry and Birth Registry System (CPR/BRS) Application*; and
- The *Troubleshooting CPR/BRS Issues* Chart from the CPR/BRS Resources section of the Paternity Establishment Percentage (PEP) page on mi-support.

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ATTACHMENT:

Section 4.05: Paternity Establishment

EPF/EW